



NORTHERN
HEALTH REGION

Job Description

Job Title:	Access Navigator		
Department:	Long Term Care		
Section:	2 – Allied Health		
Employee Group:	MAHCP	WS#: (FAC)	NA
Issue Date:	September 8, 2023	Last Edit Date:	

Approved by: Executive Director Allied Health and Long Term Care/Chief Allied Health Officer

Reviewed by: VP Human Resources & Chief Human Resources Officer

Summary:	Coordinates the assessment and placement of clients within the Long Term Care continuum of services. Responsible for coordinating and completing assessment applications, coordinating referrals to the appropriate facilities and services, and maintaining the waitlist of persons eligible for the Long Term Care Continuum of Services. Acts as the primary contact for potential residents and families regarding their application and collection of pre-admission information. As an ambassador of the Long Term Care program, the Access Navigator will also ensure public relations activities including visiting and tours of the personal care homes are available to prospective residents and families. Assists paneled clients in obtaining all pre-admission information including finances, Notice of Assessment, Government identification, and other appropriate information. The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Person, Child Abuse Registry Check, and Adult Abuse Registry Check and adhere to all Northern Health Region (NHR) policies and procedures.
Reports to:	Executive Director Allied Health and Long Term Care/Chief Allied Health Officer
Competencies / Requirements:	
Degrees, Certificates and Licenses:	<ul style="list-style-type: none">Post Secondary education in social services or health Registered with applicable licensing body as appropriateValid Manitoba Class V driver's license, access to a vehicle, and willingness to travel the region year round (inclusive of remote and First Nation communities).Certification in administration of the Montreal Cognitive Assessment (MoCA) or willingness to obtain within 3 months of hire.\Current LEAP Training or willingness to obtain within 3 months of hirePIECES or equivalent training or willingness to obtain at next regional training opportunity
Knowledge:	<ul style="list-style-type: none">Working knowledge of Windows based programs (Microsoft Word, Excel, Outlook) and InternetKnowledge of assessments and case managementKnowledge of therapeutic communication skills and ability to deploy when having difficult conversations with families about Long Term Care placement.Knowledge of Long Term Care programs and continuum of service in Home and Community environment.
Skills:	<ul style="list-style-type: none">Effective written and verbal communication skillsAbility to speak an Indigenous language is an asset, preferably Cree, Dene or Michif

	<ul style="list-style-type: none"> • Respects and promotes a culturally diverse population • Ability to work effectively in a multi-disciplinary team and independently with minimal supervision • Ability to prioritize tasks; excellent organizational skills
Duties:	<ol style="list-style-type: none"> 1. Advocates on behalf of the Northern Health Region 2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms) 3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms) 4. Conducts the assessment of clients and participates in determining the clients' eligibility for long term care to ensure that clients receive the most appropriate long term care services, based on client need and preferences. 5. Communicates and collaborates with client and family members to address concerns regarding application and admission to Long Term Care 6. Collaborates with individuals and teams to coordinate the placement of clients approved for placement from the hospital, the community, and other Personal Care Homes into the Long Term Care Continuum of services. 7. Ensures regular and on-going public relations regarding long term care services including regular facility tours for public and applicants/family 8. Assists Panel Clerk in maintenance and documentation of applicant files and regional waitlist 9. Ensures effective communication within the department and the organization 10. Ensures Continuous Quality Improvement 11. Maintains professionalism within Code of Conduct 12. Demonstrates leadership qualities 13. Ability to recognize and pursue self-development opportunities 14. Assist with training new employees as required
Working Conditions:	<ul style="list-style-type: none"> • Primary day shift, Monday to Friday • Manual dexterity required to use desktop computer and peripherals • Extensive standing and walking, stooping, bending, and crouching, pushing and pulling; use of stairs • Travel, including gravel and winter roads and, where applicable, by small plane within the region year round • Travel into clients homes as necessary, including Indigenous Communities • May be required to work alone
Decision Making:	<ul style="list-style-type: none"> • Conflict resolution with Client/Family • Challenging/complex clients and family
Key Working Relationships:	<ul style="list-style-type: none"> • Executive Director of Allied Health & Long Term Care • Manager Health Services • Panel Clerk • Social Worker • Clients/Patients/Residents • Families • Members of the Health Care Team
Direct Reports:	<ul style="list-style-type: none"> • None
<p><i>It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.</i></p>	



NORTHERN
HEALTH REGION

JOB DUTY ACTIVITIES FOR

ACCESS NAVIGATOR

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region	1.1 Promotes the mission, vision, values, and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), RHA policies and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains an acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms)	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other employees 2.3 Uses appropriate protective clothing/equipment 2.4 Understands and follows legislation and workplace safety and health requirements 2.5 Reports incidents and unsafe acts and hazards 2.6 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.7 Complies with the Respectful Workplace Policy 2.8 Embraces cultural safety in the workplace 2.9 In collaboration with, and under the supervision of the Manager/Designate, ensures hazards are identified and proper steps are taken to control the risks, monitors work areas and corrects unsafe work acts and conditions, instructs/coaches' employees to follow safe work procedures and ensures necessary personal protective equipment is provided to employees and used properly 2.10 In collaboration with, and under the supervision of the Manager/Designate, ensures equipment is properly maintained, ensures colleagues have the information, training, certification, supervision and experience to do their jobs safely and assists with safety handling, storage and disposal of chemical and biological substances in the workplace
3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms)	3.1 Reports any client safety concerns to the appropriate department lead and/or management 3.2 Commits to client safety as a key professional value and an essential component of daily practice 3.3 Integrates client safety practices into daily activities 3.4 Understands client safety practices that reduce the risk of adverse events such as infection control, injury prevention, safe administration of medication, and risk awareness 3.5 Recognizes, responds, and reports adverse events and near misses
4. Conducts the assessment of clients and participates in determining the clients' eligibility for long term care to ensure that	4.1 Conducts a comprehensive assessment of the client including a Montreal Cognitive Assessment 4.2 Collaborates with clients, families and professional care team to determine the clients' eligibility for long term care services.

<p>clients receive the most appropriate long term care services, based on client need and preferences.</p>	<p>4.3 Discusses the applications with hospital and community health care personnel and clients / families to ensure all options have been explored to maintain the individual in the community for as long as possible.</p> <p>4.4 Provides information to applicants and their families regarding the assessment placement process.</p> <p>4.5 Reviews information with clients, families and care providers to facilitate the selection of an appropriate long term care environment.</p> <p>4.6 Ensures that clients are placed on the appropriate waiting list in an equitable manner.</p> <p>4.7 Maintains accurate, current files on clients and reports any changes in the clients' status that may affect placement to the appropriate stakeholder (e.g.) admitting PCH's, hospital discharge coordinator.</p> <p>4.8 Assist community co-workers to manage community clients at risk in the safest most appropriate manner.</p>
<p>5. Communicates and collaborates with client and family members to address concerns regarding application and admission to Long Term Care</p>	<p>5.1 Maintains confidential client files, and provides regular follow-up to ensure client condition has not changed</p> <p>5.2 Keep clients and family informed of their progress and placement options in long term care</p> <p>5.3 Assist clients and families with transition plans to long term care including client belongings, furniture, etc.</p>
<p>6. Collaborates with individuals and teams to coordinate the placement of clients approved for placement from the hospital, the community, and other Personal Care Homes into the Long Term Care Continuum of services.</p>	<p>6.1 Assists with maintaining the waiting list and coordinates the referrals of applications to the appropriate facilities.</p> <p>6.2 Coordinates inter-institutional transfer of clients and clients living outside of Winnipeg who are eligible to receive care in a variety of WRHA Long Term Care facilities as assigned by the Director, Long Term Care Access Centre.</p> <p>6.3 Provides consultation and information in relation to the placement process, the selection criteria specific to each home and the clients status on the wait list.</p> <p>6.4 Negotiates changes in placement with the client and family resulting from changes in the clients' status.</p>
<p>7. Ensures regular and on-going public relations regarding long term care services including regular facility tours for public and applicants/family</p>	<p>7.1 Schedules and facilitates regular information sessions regarding long term care in all NHR communities and associated Indigenous Communities</p> <p>7.2 Provides tours of all personal care homes in the NHR for information purposes</p> <p>7.3 Works collaboratively with the Resident Care Manager and Recreation staff for all public relations campaigns including recruitment.</p>
<p>8. Assists Panel Clerk in maintenance and documentation of applicant files and regional waitlist</p>	<p>8.1 Reports all progress and changes with applications to the panel clerk</p> <p>8.2 Responds to requests for assessment received by panel clerk</p> <p>8.3 Assists in presenting client information at panel meetings</p> <p>8.4 Participates in bed assignment and monitoring of community clients to determine priority for admission</p>
<p>9. Ensures effective communication within the department and the organization</p>	<p>9.1 Communicates and consults with the Panel Clerk and Executive Director</p> <p>9.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>9.3 Communicates and works effectively with client, interprofessional team, and other stakeholders, using client-centered principles that address physical, cultural, or other</p>

	<p>barriers to communication and managers professional relationships</p> <p>9.4 Communicates in a timely and effective approach</p> <p>9.5 Maintains confidentiality and security in the sharing, transmission, storage, and management of information</p>
10. Ensures Continuous Quality Improvement	<p>10.1 Participates in Accreditation process and committee activities</p> <p>10.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>10.3 Embraces LEAN methodology</p> <p>10.4 Recognizes and identifies educational needs of the department and develops educational plans/opportunities.</p> <p>10.5 Participates in Manitoba Health Standards Reviews</p>
11. Maintains professionalism within the Code of Conduct	<p>11.1 Demonstrates a commitment to their clients, public, and profession</p> <p>11.2 Practices within scope of professional and personal limitations and abilities</p> <p>11.3 Adheres to the Code of Ethics recognized by the provincial regulatory organization</p> <p>11.4 Applies ethical frameworks to solve ethical situations</p> <p>11.5 Demonstrates professional integrity</p> <p>11.6 Demonstrates the ability to accept and adjust to change</p> <p>11.7 Assumes responsibility for own actions</p> <p>11.8 Exhibits initiative in the workplace</p> <p>11.9 Appears professionally as described in NHR and department dress code policies</p> <p>11.10 Reports for work as scheduled in a prompt manner</p>
12. Demonstrates leadership qualities	<p>12.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework</p> <p>12.2 Leadership Competency Self-Assessment – Leading in Place</p>
13. Ability to recognize and pursue self-development opportunities	<p>13.1 Reviews and keeps up to date with policies and procedures of the NHR</p> <p>13.2 Completes Absorb mandatory courses as required</p> <p>13.3 Maintains and updates professional skills, certification(s), leadership skills and knowledge through continuing education programs, literature reviews, publications, and conferences</p> <p>13.4 Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures, and committee work</p> <p>13.5 Uses self-evaluation, new learning, and evidence in professional development</p> <p>13.6 Demonstrates commitment to continuing competence</p>
14. Assists with training new staff as required	<p>14.1 Participates in orientation of new staff as necessary</p> <p>14.2 Provides guidance to students as required</p>